

## **BUSINESS CASE:**

**Business Sponsor**

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**Business Need**

The current administrative system for Markets is outdated and the license for support will be discontinued this financial year rendering the current system obsolete. Without an appropriate I.T system the service will have to fall back onto paper records which will have implications on staff resources, audit regulations and storage. We haven't used a paper based system for a number of years so we would have to create new arrangements for this to happen.

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**Proposal detail**

The proposal is to purchase MACCS Two. This software will produce reports regarding performance indicators, diversity levels, Market income. Create Trader licenses, keep accurate PLI details and clear audit trails across all our markets. This will enable the service to track payment agreements more robustly to reduce the bad debt provision year on year -for three years.

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**Objectives**

*The business objectives met by purchasing this software solution is to ensure we adhere to all relevant legislation in terms of data protection, financial regulations and provide a yearly improvement on collecting current bad debt. I estimate that we can reduce bad debt on £5,000 per year for the first three years the system is in place.*  
**Net return on investment over three years is estimated at £15,000**

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## BUSINESS CASE

### Options

**Purchase MACC Two** will deliver a fit for purpose solution which requires minimum training and support as we already have adopted the previous system MACCS 1. The Maccs system is the industry standard for providing I.T based administrative systems for markets having been installed at a number of markets in the UK.

**Do nothing** –not appropriate as this will present several risks in terms of financial and audit regulations and increased costs.

**Create new paper based system** –is will impact staffing resources and increase costs as more time will be required to manage, develop, and maintain a paper based systems.

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### Stakeholders

*Primary Stakeholders:NCC –provides a robust system improving record keeping, financial procedures relating to income and legal insurance information -managing our risks,*

*Secondary Stakeholders: traders, staff –provide a better way of working to enable increased enforcement to manage traders providing better customer service.*

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### Benefits expected

#### **tangible**

*Staff have more information to hand (via handheld unit) to manage the markets –traders insurance, photos, disciplinary information, notes.*

*Meets all financial and audit requirements.*

*Enable better collection of arrears at VCM reducing bad debt by 5k per year for three years.*

*Enables better social media activity as handhelds enable staff to provide social media content on the ground.*

**Intangible** *Better customer care of trader as enforcement is enhanced ensuring all have appropriate insurance and licenses to trade.*

*Manages the risk of running markets*

*Better cross working between staff as they can share information on handheld units.*

BUSINESS CASE

**Risks & Assumptions**

*Significant Assumptions:*

*Risks: Phased increased rent to traders may be a risk to achieving the 15k reduction in bad debt.*

**Cost / Resource**

*This section shall capture, as clearly and succinctly as possible, all external costs and an estimate of all internal resource required to deliver the entire scope of this project.*

CAPITAL COSTS -15k

INTERNAL RESOURCES -i.t support to integrate the system

EXTERNAL RESOURCES -none

IMPLEMENTATION RESOURCES -i.t support.

*This section may contain a cost / benefit analysis including a financial analysis using techniques such as net present value demonstrating the cost and financial returns of the various options being proposed.*

**Option Appraisal**

This project is expected to be cost neutral by 3 years. Potentially it can provide a total net benefit of 15K by year 3. Making this cost neutral .

**Timescales**

June Confirm price for installed.  
July/Aug -provide information for data based build  
Sept -run soft testing  
Oct -implement

**Conclusion**

*Based on the current financial projections this project will enable a 15k net return on investment within 3years for implementation.*